



Resident Rights

A learning module developed by the Bureau of Facility Standards to train assisted living facility staff.

The Keys to Care



Resident Rights

The facility must ensure the following resident rights are protected:

- ◆ Privacy and confidentiality
 - Personal
 - Medical information
- ◆ Humane care
 - Dignity and respectful treatment

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Resident Rights

- ◆ Freedom from abuse
- ◆ Freedom from neglect
- ◆ Freedom from exploitation
- ◆ Freedom from restraints
 - Physical
 - Chemical

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Resident Rights

- ◆ Participation in a training program
- ◆ Control of personal possessions and funds
- ◆ Immediate access by people the resident wants to talk to:
 - Family and friends
 - Department of Health and Welfare
 - Ombudsmen and advocacy groups (contact information must be available to residents)
 - Legal service providers

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Resident Rights

- ◆ Refusal to perform services for the facility
- ◆ Pay consistent with guidelines
 - May choose to volunteer
- ◆ Practice the resident's own religion
- ◆ Control health related services

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Resident Rights

- ◆ Voice grievances
- ◆ Organize and participate in groups
- ◆ Participate in activities
- ◆ View results of most recent survey

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Resident Rights

- ◆ Be informed in writing of his/her rights
- ◆ Appropriate transfer and discharge
- ◆ Exercise his/her rights as a citizen
- ◆ Be informed in writing of the right to formulate an advanced directive

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Resident Rights

- ◆ Participate in the development of, review of and changes to the Negotiated Service Agreement
- ◆ Communication in a language he/she can understand

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End of Resident's Rights Slides